


Home Care Professional Services Meeting Benchmarks



Year to Date Performance	78%	Performance Assessment	 Yellow
Island Health Target	Greater than or equal to 80%	Performance is outside acceptable range; Monitor and take action as appropriate.	

What do we measure and why?

Island Health's Home Care Professional Services provide care for patients after they leave hospital and ongoing support and healthcare to clients to enable them to remain independent and in their homes for as long as possible. There are many types of home care services available.

The Home Care Professional Services measure reflects the percentage of home care clients who are seen by home care nurses, or rehabilitation or case management professionals (after they have been assessed, prioritized and referred to the service) within benchmark response times. The benchmark response times vary based on the urgency of the client's needs.

What is the target?

Island Health's target is to meet benchmark response times for at least 80% of clients.

Higher rates are better.

How are we doing?

As of November 2024, Island Health was not meeting the target.

What actions are we taking?

Performance is reviewed monthly at the Community Care Steering Committee. Planning is also underway for care model redesign to enable better linkages with primary care physicians and earlier identification of individuals' needs.